

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 99-271

REQUEST: Department Record Requests to RNK Inc. d/b/a RNK Telecom

DATED: December 9, 1999

RESPONDED: December 20, 1999

DTE RR 245: Please provide the Department with a sample of the explanations Bell Atlantic provides with its decisions on RNK's claims for inaccurate resale bills and the corresponding RNK claim.

RESPONDENT: Glenn Pokraka, RNK Controller

REPLY: Attached are copies of five RNK claims with Bell Atlantic responses that are typical, for RNK claim numbers 240, 270, 275, 277, and 279.

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DATED: December 9, 1999

RESPONDED: December 20, 1999

DTE RR 247: Please verify whether RNK has received a credit for RNK claim #336, and if so, please provide amount and date credited.

RESPONDENT: Glenn Pokraka, RNK Controller

REPLY: As reflected on RNK's resale billing claim log, submitted in RNK's response to RR 246, RNK received credit for claim number 336 on Bell Atlantic's November 30, 1999 bill to RNK, received two weeks after that date on December 14, 1999, and five days after this record request. To determine that the amount credited (\$10,358.97 of \$30,672.16) was actually from claim #336, as is required under the present system, I had to call a Bell Atlantic representative and inquire as to which claims were related to the credit received that month (a total of \$12,063.17). The total credits also included credits for claim #254, in the amount of \$1,704.20, which also required me to call Bell Atlantic to determine the appropriate original claim.

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REQUEST: Department Record Requests to RNK Inc. d/b/a RNK Telecom

DATED: December 9, 1999

RESPONDED: December 20, 1999

DTE RR 248: Please verify whether RNK will receive daily usage on its files on or after December 18, 1999, and whether this information was provided at RNK's request.

RESPONDENT: Glenn Pokraka, RNK Controller

REPLY: I am not aware of a request RNK made to receive daily usage files commencing on December 18, 1999. I did some research within RNK, and determined that getting daily usage was something RNK was considering a year ago, but that we dismissed at that time because of the high cost. If the cost has diminished significantly since that time, however, it would again be something that we would consider purchasing.